

RUBEN GALLEGOS
7TH DISTRICT, ARIZONA

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December 27, 2022

Dear Mr. Jordan,

I write today regarding the severe emotional and financial impacts Arizonans have faced due to the Southwest Airlines cancellations, particularly at Phoenix Sky Harbor International Airport.

As of writing this letter, the vast majority of Southwest flights in and out of Sky Harbor have been canceled, effectively eliminating one-third of all air travel to the fifth-largest city in the country. Arizona families are now being told to wait up to four days for a flight home.

We are now multiple days removed from the winter storm that your company continues to blame for canceled flights to Phoenix from cities like Tampa, Houston, San Diego, and El Paso. Stranded constituents are telling my office that they cannot get any answers. Therefore, I request the following information on their behalf:

- Will Arizonans who are traveling between cities not impacted by the winter storm be offered refunds?
- Will Arizonans who cannot fly back from a city that was affected by the winter storm, but where other airlines have resumed regular service, be offered refunds?
- Will refunds or other compensation be offered to stranded passengers who were forced to wait multiple days for their ticket to be honored?
- Will people who were forced to rent extra nights in hotel rooms or who had to rent cars to return home be offered refunds for those expenses?
- What steps will Southwest Airlines take to spare my constituents of this situation in the future?

For thousands of Arizonans the past few days have been a nightmare. And at a time when rising costs hurt hardworking Arizonans, constituents tell me they now face hundreds of dollars in added expenses—such as hotels and car rentals—due to Southwest's cancellations.

I look forward to your response, and for your company to make this right by all those impacted.

Sincerely,



Ruben Gallego (AZ-07)
Member of Congress